



A.R. O'Neill  
Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

1995 Taurus  
Vehicle ID #:

File Copy

1715

01S30/01M09

December, 2001

STATE OF UTAH MOTOR POOL  
CAPITOL PLAZA CAPITAL BLDG  
SALT LAKE CTY, UT 84114



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in certain 1995 Taurus, Sable, and Mustang vehicles. In addition, we are extending the engine cooling fan warranty coverage.

We apologize for this situation and want to assure you that with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

#### **SAFETY RECALL PROGRAM 01S30**

<b>What the issue is ...</b>	In some of the affected vehicles it is possible for the engine cooling fan bearing to seize. Should this occur, excessive heat may be generated which could melt the fan motor electrical connector. Under certain high temperature conditions, components inside the cooling fan motor may ignite potentially resulting in an underhood fire.
<b>What Ford Motor Company and your dealer will do...</b>	Ford Motor Company will inspect the engine cooling fan assembly and install a circuit breaker. If the cooling fan is inoperative the fan and motor assembly will be replaced. Either action will be performed free of charge.
<b>What we are asking you to do for the Safety Recall Program...</b>	<p>Call your dealer without delay. If you do not already have a servicing dealer, please access <a href="http://www.dealerconnection.com">www.dealerconnection.com</a> for dealer addresses, maps, and driving instructions. Ask for a service date and whether parts are in stock for Safety Recall 01S30. If your dealer does not have the circuit breaker in stock, it can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.</p> <p>When you bring your vehicle in, show the dealer this letter. However, if you misplace this letter, your dealer will still do the work, free of charge.</p>



## **CUSTOMER SATISFACTION PROGRAM 01M09**

### **Reason For This Additional Coverage Program...**

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the engine cooling fan motor to a total of 8 years or 100,000 miles from the warranty start date, whichever occurs first. This coverage is automatically transferred to subsequent owners at no charge.

If your vehicle already has more than 100,000 miles, this coverage will last until June 30, 2002.

This coverage exceeds the provisions of your car's original vehicle warranty coverage for this part.

### **What Ford Motor Company and your dealer will do...**

If the engine cooling fan motor should fail within the terms of this program, your dealer will replace the fan motor assembly at no charge to you.

### **What we are asking you to do...**

Please keep this letter as a reminder. If you experience an engine cooling fan motor failure and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will replace the cooling fan motor assembly at no charge to you.

### **How long will either program take?**

The time needed for either repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

### **Need a free rental?...**

In the rare case where a fan motor assembly must be ordered, and the repair is expected to take longer than one day, your dealer is authorized to provide a rental vehicle for up to three days at no charge (except for fuel and insurance) until repairs are completed.

### **If you have already paid for this service ...**

If you paid to have this service done before the date of this letter, Ford is offering a refund. To receive the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

### **If you have changed address or sold the vehicle ...**

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about these programs.

**If you have  
concerns ...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

**Call (866) 436-7332**

Office Hours (Eastern Time Zone)

Monday through Friday: 8AM – 11PM

Saturday: 8AM – 6PM

Hearing impaired call (800) 232-2952. TDD for the hearing impaired.

Or you may contact us through the Internet at:

**[www.ownerconnection.com](http://www.ownerconnection.com)**

Regarding Safety Recall 01S30, if you are still having trouble getting your vehicle repaired and without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

**Quality Care service  
is there for you all  
year long.**

**QualityCare™**  
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company providing automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill

Director

Vehicle Service and Programs

